

Paper Reference 20161K
Pearson BTEC Level 3
Nationals Extended Diploma

INFORMATION TECHNOLOGY
UNIT 14: IT SERVICE DELIVERY

(PART A)

June 2019 Series

Maximum of 3 hours (plus your additional time allowance) across a period of 2 weeks.

In the boxes below, write your name, centre number and candidate number.

Surname					
Other names					
Centre Number					
Candidate Number					

ITEMS INCLUDED WITH QUESTION PAPER

- **Instructions to Teachers/Tutors.**
- **Instructions for Learners.**
- **Set Task Brief.**

INSTRUCTIONS

- **Part A** contains material for the completion of the preparatory work for **Part B**.

There are no marks awarded for Part A.

- **Part A** must be taken over a maximum of 3 hours (plus your additional time allowance) across a period of 2 weeks.
- **Part A** should be given to learners 2 weeks before taking **Part B** of the assessment, so that learners can start the preparatory period in advance of the supervised assessment period.
- **Part A** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
- **Part B** materials for the set task will be issued before the start of the supervised assessment period according to the guidance in the specification.
- This booklet should not be returned to Pearson.

Turn over

PART A SET TASK

You are advised to spend a maximum of 3 hours (plus your additional time allowance) doing your research.

You will research the IT service delivery requirements that are relevant to the agricultural sales and servicing sector. You should research similar companies of this size and type in this sector and you should consider:

- **hardware requirements**
- **software requirements**
- **data and information requirements**
- **relevant IT legislation.**

Specifically for future developments, you may want to investigate the IT service delivery requirements of:

- **a GPS vehicle tracking system for Cinnamon Agricultural Services' vehicles**
- **mobile technology that will allow the manager to work remotely**
- **mobile job management software for mechanics when visiting customers' premises.**

In Part B you will design and plan the IT service delivery solution for Cinnamon Agricultural Services in relation to the IT service delivery life cycle. You will be able to take six sides of individually prepared A4 research notes into Part B of the set task.
